

# Using skills, respect and teamwork, DSHS team earns Governor's Award for Quality

Using skills found within DSHS, with limited assistance from independent contractors, a 26-member team is nearing completion on a challenging project to prevent collapse of the department's social services payment system (SSPS).

This team recently received one of three Governor's Awards for Services and Quality Improvement. The award is given by Gov. Gary Locke to recognize teams of state employees for outstanding accomplishments in reducing/avoiding costs, cutting red tape, improving customer service, and/or improving efficiency.

The SSPS is used by over 3,200 department workers every day to authorize payments to over 50,000 providers for services to over 100,000 clients.

Like many other computer systems, SSPS will fail to function if the "Year 2000 Problem" is not fixed. The system was designed to store year dates as two digits. When the year 2000 occurs, the system could record dates as 1900.

This computer payment system holds over 295 programs with over 340,000 lines of code. The programs are interrelated, interfacing with many other programs in order to function. Dates are used in 93 percent of all SSPS programs to calculate client ages, length of service for benefits, rates for services, invoice dates, and much more.

In deciding how to tackle the problem, the exclusive use of consultants was

considered. But by applying quality principles and processes, the team evaluating the problem became convinced that state employees were best equipped to do the majority of the conversions to make the system Year 2000 compliant. The project used contractors on a very limited basis.

"When we defined the skills specifically needed to complete the project we found we

had most of those skills within DSHS," said Jeanette Sevedge-App, project manager. "When Judy Schneider, ISSD (Information Services Systems division) director, was asked to provide staff who had those skills she said yes. Because of ISSD's flexibility and support we were able to succeed."

"Our project has at

its center the value of people," said Sevedge-App. "People on the team were respected as competent professionals working together for a single purpose."

The project manager also credits much of their success to leadership from Deputy Secretary Charley Reed, Assistant Secretary Ken Harden and the support of Phil Wozniak,

(Continued on page 6)



**Partners in the team** that recently received one of the first Governor's Awards for Service and Quality Improve-

Service and Quality Improvement are (left to right from front to back) Glenda Calderon, Heidi Robbins Brown, Jeanette Sevedge-App, Ngo Thanh, Stephen Anderson, Catherine Ott, Ute Syben, Bob McBee, Clarence Shafer, Jean Holz, Joe Barton, John Trendall, Philip King, Chuck Rommel, Helen Patred, Kurt Beidler, Fran Bonnema, Joan Hanson, Joe Akin, Darrell Dudley, Ron Ames, Dick Wood, Paul Howard, and Otis Leathers. (Not pictured: Janis Fesenmaier and Cheryl Turk.)

### Inside

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### Efforts underway to bust Medicaid/Medicare fraud

By Kim Kelley Aging and Adult Services Administration

What's all this hubbub about health care fraud? You've no doubt seen stories in the news about bogus medical supply companies raking in millions of Medicare dollars, or home health agencies billing for services never rendered, and laboratories billing for \$500 tests when a \$50 test was ordered by the physician.

Fraud related to Medicare and Medicaid costs taxpayers an estimated \$40 billion every year. Applying the percentages, that's potentially \$392 million per year in Washington State alone. To stem the flow of public health care dollars going into the pockets of unscrupulous

providers, President Clinton introduced Operation Restore Trust (ORT) in 1995. Initially a demonstration project in Florida, California, Illinois and New York, the project has been expanded to 15 more states, including Washington.

In response to Washington's inclusion, DSHS Secretary Lyle Quasim convened a state task force in August to increase the Department's efforts to detect fraud and abuse in the Medicaid system and punish perpetrators.

The task force includes representatives from several DSHS administrations, the Attorney General's Medicaid Fraud Control

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#### The News Connection

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Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Lyle Quasim, attention: Letters to *The News Connection*, P.O. Box (Mailstop) 45010, Olympia WA 98504 or via e-mail Quasil@dshs.wa.gov



When I was on a long walk recently I started thinking about valuing our employees. I wondered how I could show

employees throughout this large agency that they are indeed valued and respected — by me, by their fellow employees, and by the public.

Deputy Secretary Charley Reed is fond of saying nobody knows as much about our programs as we do and nobody cares as much about our clients.

But I also know that we often don't know the good work that each of us does every day. Nor are we aware of the profound impact of our services.

Recently I noticed a great letter in The News Tribune (Tacoma). A client shared his thoughts on the assistance he received from DSHS. And, after our recent discussion at Management Team, one of the division directors shared with me via e-mail his pride in working for DSHS. (See articles at right).

I believe that sharing these articles with all DSHS employees is one way I, as secretary, can show you that you are valued by this administration and the clients you serve. With your help and contributions we will continue to feature such articles in *The News* Connection.

I'm asking everyone interested in doing so, from front-line field workers to assistant secretaries, to share with me your thoughts about the work that you do.

I'd also like you to share any letters you have received from clients that highlight the impact a DSHS worker has had on their lives

I promise you I will read each of these and a selection will be featured in the newsletter over the next few months. Because of space restrictions, please limit your contributions to a maximum of 300 words. Send them to Secretary Lyle Quasim, Mailstop 45010, Olympia 98504 Attn:

Letters to The News Connection.

Submissions can also be e-mailed to Quasil@dshs.wa.gov

It is truly a pleasure for me to read such letters. They give me the motivation to push on in this job and I believe they will impact you in the same way.

He Jussim

From a client

# **DSHS** monster is friendly in time of need and deserves gratitude

The following Letter to the Editor appeared in *The News Tribune* (Tacoma) on Jan. 22. It is reprinted with their permission.

Washington state is inhabited by a large, hairy, ugly monster. Its tracks are seen in many places. Some say it should be cut to pieces or die.

I speak, of course, of the Department of Social and Health Services.

DSHS is huge, the largest state agency in Washington and one of the largest employers in the state. It has more than 16,000 employees. DSHS Secretary Lyle Quasim has estimated that one million people in this state receive help from his department each month (Correction: per year). Approximately one person in three or four will get help from DSHS in their lifetime, from adult and aging services, the division of child support, economic services, public assistance, Medicaid or SSI.

I have even had the beast help me. In 1992, DSHS was there for me when no one else was.

I have a painful muscular disease that in 1991 made me quit working, under doctor's orders, for almost 12 months. When my doctor cleared me for work he told me I had to change careers because the disease prevents me from doing anything but sedentary work. Nearing 50, I feared I would have a difficult time finding a job.

Then a friend suggested I contact DSHS' Division of Vocational Rehabilitation. With nothing to lose, I contacted DVR and was tested for mental, physical and educational needs. I was given resources to help me find a job that would make me independent of the residents of the state.

It took nine months but I found work. DVR did not dump me once I got a job; my counselor kept my case open in case it didn't work out. DVR provided money to buy

decent clothes and a bus pass. My counselor cheered me on when I found a second, even better job.

What did it cost the state to retrain me and help me find work? I don't know, but it was less than if I had been on public assistance or SSI for the past five years.

The beast we call DSHS is huge. The chances that you personally know someone who receives help from DSHS are almost 100 percent. Does an agency that large have problems? Sure it does. I even railed against some of the regulations while getting help. The largest agency in the state probably will have the most problems.

DSHS is a big target – easy to hit, hard to miss. It is real easy to say "slay the dragon" when problems arise. It is more difficult to say "thanks" when the dragon saves the day. Thank you, DSHS, for being there when I needed help.

Paul Laird Thurston County resident

### From an employee

## When someone asks, "Where do you work?" I'm ready with my answer

Mike Masten, director of the WorkFirst Division, sent the following e-mail to Secretary Lyle Quasim following a recent Management Team meeting that focused on "Supporting our Employees in a Challenging Environment."

The issue of how we answer the question of "where do you work?" really hits home with me. Let me share my thoughts with you.

First, I am proud of where I work, what I do and who I work for. Thanks for having me.

Second, I think certain people who take issue with the government have sold the public on the idea that the government and its employees are somehow separate from everyone else. I don't buy that. I work at the pleasure of the governor, you and the public. I am doing things which the majority of

citizens are in favor of and expect me to do and pay me to do.

Third, I believe people need a reminder of what government does. I frequently tell this story: The last time I was shopping for a home some realtors would make a big deal about how low the taxes were on a particular home compared to homes in other areas. I would then ask, so what does that cost me? Are the streets dirty? Are there no parks? Is crime rampant? Are the libraries run down? Are the schools lousy? What do I not get for the \$200 I save?

I once heard a radio talk show guy say that no country ever prospered because of taxes. I beg to differ! Our taxes buy the best defense, the best transportation system, the best education system, and many other goods and services that provide the infrastructure for a prosperous society.

Fourth, some people have put forward the issue of big government vs. little government. This is wrong thinking. If the enemy is at our borders do we want big or little government? If a new disease breaks out, do we want a big Centers for Disease Control or a little one? What we really want, and I believe you (Secretary Quasim) have us striving for, is quality government.

So when the neighbor or the person on the street asks me, "Where do you work?" Here is my ideal answer, "I work at the Department of Social and Health Services and here is what I do..."

Thanks, Mike Masten

The News Connection is published monthly by the Department of Social & Health Services for its staff and friends. Send questions, comments or ideas to the Editor, The News Connection, Mailstop 45110, (360) 902-7825, e-mail ihopman@dshs.wa.gov. Anyone

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SECRETARY, Lyle Quasim • DIRECTOR OF COMMUNITY RELATIONS, Dave Black • EDITOR, Irenne Hopman • DESIGN, Publications Mgmt.

The mission of DSHS is to improve the quality of life for individuals and families in need. We will help people achieve safe, self-sufficient, healthy and secure lives.



## **Economic Services Administration**

### MISSION STATEMENT -

Help people in Need Achieve and Maintain their highest level of self-sufficiency by providing economic, employment and training, child support, medical and other work-supporting services.

LIZ DUNBAR
ACTING ASSISTANT SECRETARY

Renewed Commitment to Quality "Quality Management" is not a new term to the Economic Services Administration (ESA). During the past decade, staff have developed and implemented numerous process improvements that effectively addressed service delivery concerns.

Although our field offices have made substantial and innovative changes, as an administration, ESA has not established a framework for carrying out improvement in all our core processes nor institutionalized quality as a common business philosophy (not an activity). Governor Locke's Executive Order on Quality Improvement provides us with the leadership, direction, and opportunity to renew our commitment and carry forward these efforts with more focus and unity. The climate is right for change.

#### WHERE WE'VE BEEN

Process improvement teams are becoming a natural way to break down processes, identify root causes, and ultimately solve problems. In the past year alone, ESA divisions implemented 16 Quality Improvement Teams, 79 Project Teams and several Individual Initiatives. Key components to our success are reliance on proven methods and using measurable, objective performance criteria to assess the health (or sickness) of our processes.

Yet even with our successes, the degree of formalized implementation of quality tools, techniques, and methodologies varies widely across, as well as within, ESA Divisions. Out in front is the Division of Child Support (DCS). It began strategic planning and establishing a formal quality improvement program almost three years ago, incorporating QUEST 2001 training by PRISM Inc. and consultation support from the Quality Training Institute. Other divisions have had a much less structured approach.

### Where We're Going

To help us implement a structured quality program throughout the organization, a Quality Steering Committee (QSC) has been formed. The QSC is a diverse group comprised of line staff, mid-management, and senior management from across the state. We are currently identifying our short-term and long-term plans that will coincide with the overall DSHS "Quality Map." These plans will guide us through our journey of continuous quality improvement.

### As a start, we intend to pursue a six-point plan for quality:

- Vision/Mission refine it to reflect our changed environment and renewed commitment to quality service and teamwork; articulate it to staff.
- Quality Leadership engage all levels of management in walking-thetalk; provide clear direction and mentoring to staff; promote quality values; personally model teamwork and team spirit; increase focus on decisionmaking based on complete data and tested solutions.
- Full Participation/Teamwork provide employees with the knowledge and resource base to promote innovation and responsible risk-taking; involve customers and suppliers from the onset; and identify ways that we as customers work with our suppliers to improve the services and products that we need and use from them.
- Capacity Building secure training from internal and external sources; continuous education for staff; adopt a core curriculum to support process improvement and provide value-added services.
- Communication/Recognition celebrate staff contributions to ESA's quality progress; develop communication and recognition strategies; highlight true partnerships between field, headquarters, labor and management, and other administrations and agencies.
- Performance Measurement move from output- to outcome-driven performance measures; develop meaningful indicators that lend themselves to measurement.

### **Divisions**

#### **Deputy Assistant Secretary Cathy Wiggins**

#### **DIVISION OF CHILD SUPPORT**

Director: Meg Sollenberger

Mission: To improve the lives of children and benefit families and taxpayers by providing quality Child Support Services in a fair and fiscally responsible manner.

#### **COMMUNITY SERVICES DIVISION**

Director: Carol Felton

Mission: To provide eligible clients help to receive public assistance grants, food stamps, medical and social services offered by the Department in an accurate, timely, and cost-effective manner.

### DIVISION OF MANAGEMENT OPERATIONS SUPPORT

Director: Kathleen Brockman

Mission: To plan, design, develop, monitor and manage comprehensive, coordinated and accountable systems and procedures for the efficient operation of budget and fiscal services, office automation services, and operations support services.

### WorkFirst Division

Director: Mike Masten

Mission: To reduce poverty and sustain independence of low-income families by helping people acquire and keep jobs.

### DIVISION OF PROGRAM RESEARCH AND EVALUATION

Acting Director: Bill Paine

Mission: To assure that ESA administers a timely, quality, and accurate benefit delivery system; to produce quality management reports that support critical decision-making; and to respond to data requests from ESA management, the Department, legislature, Executive Branch, and the general public.

### **DIVISION OF ASSISTANCE PROGRAMS**

Acting Director: John Atherton

Mission: To protect our most vulnerable citizens by providing a variety of assistance programs designed to meet such basic needs as shelter, food, utilities, disability services, refugee and immigrant services, and young parent and domestic violence services.

It is my belief that the cornerstones for sustaining a long-term continuous quality improvement program in ESA are inspirational leadership, instilling accountability, highlighting successes, and rewarding accomplishments. The latter is crucial since it is the "people factor" that often goes unnoticed yet it is the single input to any process that can make or break its success.

We will listen to what our employees in the field and our clients are telling us about the realities of work and needs on the front line. Our staff's knowledge and experience is our greatest resource in achieving the efficiencies and streamlining that we need.



## Simplifying the rules

### **Regulatory Improvement in Economic Services Administration**

New mandates from the Legislature, Governor Locke, and Secretary Quasim require dramatic changes in how we develop, adopt, and use policies across DSHS public assistance programs. Although Secretary Quasim's Executive Order established a four-year review and rewrite cycle for all DSHS policies, in August 1997 Governor Locke asked the Department to expedite this process. He set expectations for DSHS to substantially and measurably streamline shared requirements across public assistance programs by June 1998.

#### To achieve this ambitious goal, ESA has implemented these strategies:

- Adopt reg reform principles that guide staff to create policy only when it is essential to program operations, is the only way to acheive the desired result, is value-added (not a restatement of another law or policy), easily understandable, and targeted to the audience that it regulates.
- Charter a regulatory improvement team (RIT) to serve as a peer review and oversight group to ensure compliance with reg reform principles and finding creative and viable ways to include the public/vendors/field staff in our policy development process.
- Focus on manual materials since they represent the largest volume of our policies. A single consolidated manual will be developed so as to eliminate the redundancies evident in our current multiple manual system. This new field-driven reference will replace the manuals that exist for cash, food, social service, and medical assistance.
- Establish a full-time program simplification team (PST) to consolidate policies across public assistance programs and identify opportunities for achieving greater consistency and integration of shared requirements. This 10-person cross-divisional team is comprised of staff from ESA and MAA program policy, line staff, quality assurance, and field trainers.
- Eliminate non value-added policies that exist in the Food Stamp program. Rules will be reviewed and, where appropriate, will incorporate federal regulation by reference. Verbatim restatement provisions in the Code of Federal Regulations (CFR) will no longer be issued in Washington Administrative Code (WAC).

- Revise internal procedures to reflect an ACES reality. This will include eliminating obsolete ITIS-based manuals, rescinding obsolete forms, and emphasizing policy over procedure in the new consolidated manual.
- Pursue options for fundamental program re-engineering, such as changing to prospective budgeting, monthly reporting, three-month certifications, and discontinue the three-tier for utility allowance. These proposed changes are intended to eliminate complex policies that contribute to error proneness in the determination of benefits and promote the use of existing technology (ACES) to replace process-driven policy.
- Coordinate activities with other administrations to maximize individual talents and limited resources. ESA and the Medical Assistance Administration have worked closely together since the onset to co-develop tools, techniques, and training for implementing reg reform. It is our collective aim to build our internal capacity for long-term support of the reg reform philosophy.
- Maximize public participation in our reg reform activities by conducting public forums on our approach to program simplification and continuing our long-standing tradition of including interested parties in our formal external review process for new or amended policies. The public forums will be held during January, March, and April 1998 on both the westside and eastside of the state.

If you would like more information on any of the activities listed above, or have questions/concerns about ESA's regulatory improvement plan, please contact Cathy Wiggins at (360) 902-7754.

### Making sense of the rules

Under the direction of Secretary Lyle Quasim, all administrations are examining existing rules and determining which can be eliminated and simplifying those we need. For more information on hearings for proposed rule changes check out the Rules and Policies Assistance Unit Web pages at http://www.wa.gov/dshs.

## More of quality efforts and achievements

ESA management is dedicated to establishing an environment in which every employee, no matter their location or position, has input into the decisions that affect their jobs, has management support to accomplish their jobs with the greatest efficiency, and feels satisfaction in providing needed services to our citizens without the frustrations of battling a bureaucracy.

### Conclusion

Our credibility with the public is at stake. During these changing times of welfare reform, a data-driven Governor, and a public that demands measurable results for their tax dollar, we need to change our business culture and expect more of ourselves, our suppliers, and our lawmakers than ever before.

Citizens of this state expect a good return on their investment - more and better quality performance for less money. We must continue to work together and coordinate our efforts in ways that span traditional boundaries, and find new and sensible solutions to the challenges we face in ESA.

Barriers between headquarters and field, between executive and line staff, and those that divide us from our clients must be broken down. The ESA Continuous Quality Improvement Program is our highway to achieving this goal.

Change can be daunting, but where there is change there is also opportunity. Streamlined program administration, simplified rules affecting the

public and our business partners, and continuous process improvements are our future for making state government work better, serve our citizens better, and be a better place where pride and integrity for being a part of state government go hand in hand.

### Who to Contact For More Information

If you would like more information on ESA's quality program, or have comments/insights to share, please call Meg Sollenberg (360) 586-3520 or Dennis Brons (360) 902-7553. Meg and Dennis serve as the Executive Quality Coordinators for ESA.

### **ESA Core Values**

- Respond to all people with respect and help them access our programs.
- Encourage local decision making and community partnerships to respond most effectively to the needs of our service recipients.
- Deliver quality services through innovative and creative solutions to service delivery challenges.
- Encourage an atmosphere of trust and respect among employees, and value good performance and creativity.
- Promote, recruit, and retain a quality workforce.
- Establish an organizational culture that demands accountability, integrity, and excellence in leadership.



### Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the seven administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at wegelwh@dshs.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

### Lottery winnings help foster children

f you won the lottery what would you do with the winnings? One multimillion dollar winner recently helped make the lives of foster children in western Washington a bit better.

Driving in his car during the holiday season, he heard a volunteer with KIRO's Foster Child Holiday Magic Project appeal on the radio for gift donations for foster children. He called and pledged \$5,000. When he arrived at the studio to give his check, he changed his mind and gave \$10,000 and stayed for the rest of the afternoon to help answer phones.

This is just one of the stories that Coordinators Lillie Greene and Gayle O'Donnell have from the annual event that is sponsored by Entercom Broadcasting, owners of KIRO AM and FM Radio. Gift and cash donations meant that 10,000 children in foster care got their special wishes met.

For one week in December, volunteers in KIRO's studio in Seattle staff telephones matching contributors with foster children's wish lists. One eight-year old asked for a Ping-Pong table. He meant the small kind. What he got was a full-sized Ping-Pong table that took four large men to move.

"Both he and his foster mother were in shock!" said Greene.

Greene, a community resource



The generosity of hundreds of people throughout western Washington meant 10,000 foster children had a very special Holiday season. In addition to gifts given through the annual KIRO Holiday Magic Project, many people gave cash. Represented is the check for \$27,176 recently presented to Secretary Lyle Quasim by Coordinators Lillie Greene of Tacoma, Gayle O'Donnell of Seattle, and Assistant Secretary Rosie Oreskovich.

program manager with the Tacoma office of the Division of Children and Family Services (DCFS) has coordinated the event since it began nine years ago. This year she was joined with the full-time help of O'Donnell, a social and health program manager with DCFS in Seattle. They work closely year-round with KIRO and the other contributing partners (Sleep Country USA, Prudential Real

Estate affiliates, FedEx, Airborne, United Parcel Service, and Mayflower Crown Division) to pull off

the huge event.

Although it gets hectic, volunteers often return each year.

"As soon as I sent out the letter to volunteers I couldn't answer my phone fast enough," said O'Donnell.

While most contributions are specific gifts, some people donate cash, such as the lottery winner. This year a check for

\$27,176 was presented to Secretary Lyle Quasim. This cash meant that nearly 300 children who came into the foster care system after the cutoff date, but before Christmas, received gifts, according to Greene.

"We also use these funds throughout the year to purchase items that foster children need, such as birthday gifts or graduation items," said Greene.

The Holiday Magic Project is

hard work, but well worth it to Greene and O'Donnell.

"When my husband and I were gathering gifts from one of the drop-off sites a woman came in and gave me a big hug," said O'Donnell. "She shared the story of how she had done the shopping for her corporation's donation at Fred Meyer. She had spent over \$1,000. As she was going in and out of the store loading her car, someone stole all of the gifts. The store employees got copies of her receipts and helped her re-do all the shopping, and the boss picked up the tab."

She added, "This project is so great. It's something the whole community rallies around."

## **Diversity Calendar**

Each month throughout the year *The News Connection* features the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. Help celebrate the richness of our world and the people of America. If you have a special date you would like included in the next calendar or want more information on the Diversity Initiative, contact Roberto Swain at (360) 586-2457, e-mail RSWAIN@dshs.wa.gov.

### What you can do to help prevent Medicaid/Medicare fraud

(Continued from page 1)

Unit, Office of the Insurance Commissioner, and the Department of Health. Several projects are underway in various administrations to reduce our vulnerability to fraud and identify and investigate fraudulent activities happening around the state.

The state task force is working in partnership with the federal Health Care Financing Administration (HCFA), the Office of the Inspector General (OIG) and the Administration on Aging (AoA) to attack fraud from all sides. There is an unprecedented sharing of data and resources planned, in addition to a statewide education and media campaign.

The overall goal of ORT is to reduce and prevent health care fraud and abuse through increasing public awareness and reporting of suspected fraud and, on the response side, beefing up resources to effectively investigate and prosecute wrong-doers.

One exciting example of the state-federal partnership is Medical Assistance and HCFA sharing claims data to identify providers who have billed both Medicaid and Medicare. This actually happened to the tune of more than \$300,000 at the Terrace View

Convalescent Center in Seattle from 1991 to 1993.

This last year, the Attorney General's Medicaid Fraud Control Unit (MFCU) successfully prosecuted the owner and comptroller of Terrace View for double billing. Auditors from Aging and Adult Services Administration reviewing cost reports provided the tip that lead to the investigation and eventual prosecution.

AASA is setting up a system to "triage" complaints so they can be resolved at a lower level if possible, and if not, so they can be reported to the right place. More information on this will be provided in a later News Connection.

So, what can you do to help fight fraud and make sure our health care dollars are being spent on our clients and not fancy cars and vacation homes for thieves?

- Attend one of the Fraudbuster trainings that are scheduled to begin in April in various locations around the state. You will learn how to identify typical fraud schemes, what to do about them, and how to help your clients who may be victims of fraud. Watch for notices at your office and in The News Connection.
- Report any suspicious activities or billings to the Medicaid

Fraud Control Unit (253) 593-2154 for Medicaid, and the Office of the Inspector General's Fraud Hotline (800) HHS-TIPS for Medicare.

- Join a local Fraudbuster coalition. Coalitions will be formed this spring in most of the large population centers in the state.
- If fraud really burns you up, become a local expert/advocate to help consumers and other professionals analyze complaints and determine the best way to handle them.
- Identify vulnerability to fraud and abuse in your area of expertise and work with your department to close loopholes. You should also bring this to the attention of the state task force by calling the task force representative from your administration.

### Task force representatives:

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For further information on any of these activities, call Kim Kelley at AASA, (360) 493-2577.

### MARCH

National Women's History Month

- **2** Lent Begins
- **6** Ghana: Independence Day
- 8 International Women's Day
- **10** Harriet Tubman Day
- **11** International Services Day
- 12 HOLI Hindu Spring Festival
- 16 Black Press Day
- 17 Ireland National Day
- 20 1st Day of Spring
- 21 Bahai New Year
- **25** Global Understanding Day
- **27** China Youth Day
- **28** Czechoslovakia: Teacher's Day

### **APRIL**

- International Children's Book Day
- 5 Palm Sunday
- **7** World Health Day
- 8 Birth of the Buddha
- **10** Good Friday
- **11** Passover
- **12** Easter
- **17** American Samoa: Flag Day
- **18** US: Third World Day
- 22 International Earth Day
- Turkey: Children's DayIceland: Children's Day
- **25** Italy: Liberation Day
- **26** Secretary's Day
- **27** Holocaust Remembrance Day



Are you doing something special you would like to share with DSHS staff across the state? Has your office come up with a great way to boost the morale of employees? Are you serving clients in special ways that others may want to read about? Are you partnering in new and better ways with others in your community?

Let us know what you're doing to support your colleagues, serve clients better, and make valued dollars go farther. You may have a new approach another office or region could adapt for their specific needs.

If you have suggestions for articles, contact The News Connection editor at e-mail Ihopman@dshs.wa.gov, (360) 902-7825, or via mail at Mailstop 45110, Olympia 98504.

### Farewell

Jim "Sunny" Garlington, a supervisor with the Yakima Office of the Division of Vocational Rehabilitation, died on Ian 31. For about a year he had suffered from a rare lymphatic cancer, had a bone marrow transplant and chemotherapy. He was doing very well, but relapsed. Jim was a wonderful and compassionate person and he will be missed by family and colleagues. For more information contact. Connie Weeden at (509) 575-2160.



## RETIREMENTS

Office

Allen, Helen G. 21 Yrs Aging & Adult Field Services

Amos, Kahla R. 21 Yrs. Aging & Adult Field Services

Bennett, Harriet W. 31 Yrs. King Eastside **Community Services** Office

**Callaway, Dennis W.** 27 Yrs. Division of Fraud Investigations

Converse, Jack 31 Yrs. Fircrest School

Gonzales, Patty

30 Yrs. Kennewick **Community Services** Office

Hopper, John A. 30 Yrs. Economic Services Administration

Johnson, Merry L. 26 Yrs. Vancouver Community Services Office

Kapur, Ravindra 21 Yrs. Region 4

Vocational Rehabilitation Leibly, Frank J. Jr. 28 Yrs. Division of Child

Support

Lynch, Elizabeth A. 16 Yrs. Clarkston **Community Services** 

Parks, Claudia L. 32 Yrs. Economic

Services Administration Pierce, Oscar E. Jr. 30 Yrs. Rainier School

Pierce, Sharon

29 Yrs. Rainier School Prentice, Ann L.

32 Yrs. Eastern State Hospital

Prentiss, Walter F. 22 Yrs. Children's Administration

Rogers, Marcella M. 31 Yrs. Medical Assistance Administration

Solomon, H. Anne 14 Yrs. King Eastside Division of Children & Family Services

Steffins, Donald J. 28 Yrs. Fircrest School

Summerour, Nona E. 15 Yrs. Aging & Adult Services Administration Holgate Office

Thompson, Myra K. 30 Yrs. Eastern State Hospital

These employees retired in December 1997

### **Change your calendar**

Alert! The Minority Health Summit has been changed from June 5. The new date and location are Sept. 17 at the Tacoma Sheraton & Convention Center. Look for updates in *The News Connection* concerning events and registration. For more information call Eddie Ortiz at (360) 586-2454 or Gary Winston at the Tacoma Urban League (253) 383-3006.

### Governor's Award

(Continued from page 1)

director of Administrative Services Division.

"There are many people whose names aren't on the award plaque who did so much on this project, and Phil's one of those people," said Sevedge-App. "Phil believes so strongly in the value and skills of state employees. He really made this project happen for us."

The team is now doing parallel testing, running both the existing and corrected systems side-by-side, and expects to complete its work by March 10, approximately nine months ahead of schedule.

**Correction:** George Margheim, with Information Services Systems Division in headquarters, celebrated his 40th year in state service in January. We errored and only gave George credit for five years. Sorry, George.

# 12 rules FOR TEAMWORK

Respect others' comfort zone and exceed requirements at all times.

Provide support for the organization's vision, goals, and results.

3 Listen to other people's viewpoint and strive for win-win outcomes.

Recognize and reward contributions of others.

Trust first and doubt based on outcomes.

6 Value others expertise and despise negativity.

Think positive; Feel positive; Act positive.

Take charge of problem solving and implementation of solutions.

Communicate with clarity, share information, people and resources.

Handle your own workload to support team effectiveness.

Treat your peers, superiors, and subordinates as customers.

Treat other people as you would like to be treated.



## SERVICE MILESTONES

### Region 1

- Contreras, Teresa Oseye, Ayofemi
- 10 Brien, Jayme Linnea
- 10 Kutsch, Alan
- Smith, Ricky 10 Zavala, Teresa
- 15 Bail, Charles
- 20 Warman, Stephen 25 Johns, Carol Anne

### Region 2

- Pina, Monica
- Sanchez, Yolanda
- 10 Coursey, Mary Jo 10 Garcia, Victoria
- Gonzales. Christina
- Rodriguez, Jaime 10 Sandoval, Maria
- Fugate, William
- Tennyson, Mary Lee
- 25 Johns, Lenore

### Region 3

- Hoyle, Myrna Kaas-Lent, Greta
- Riggles, Rachel
- 10 Banker, Beatriz 10 Dennis, Susan
- Kirkland, Joan 10 Sieverson, Mary 10
- 15 Fischer, Cindy 15 Jackson, Hollis
- 15 Parbs, Carol
- McClintock, Robert
- 25 Stroklund, Helen

### Region 4

- Haynes, Gerilyn 10 Green, Michael
- 10 Moceri, Michelle
- 10 Larson, Lennis
- 10 Pinkney-
- White, Cassan 10 Roberson, Cindy

- So, Hue Thi 15 Frombach, Colleen

- 30
- Farrell, Marna Willett, James Bosi, Lawrence
- 30 McFadzen, Barbara Rench, Florence

15 McDaniel, Evelyn

15 Murphy, Sandra

Knoll, Marla

Berman, Judith

15 Owens, Burte

### Region 5

- Jamison, June Mashburn, Kathleen
- McCall, Gordon Miller, Cheryl
- 10 Bellamy, Rickey Cooper, Dawn 10 10 Martinez.
- Gwendalyn 10 Padgett, Gordon Turner, Barbara 10
- 10 Van Wazer, Mary
- 15 Jones, Lucille 15 Kaluzny, Ann 15 Mansfield, Denise
- 15 Martin Fileen Johnson, Edward
- Reynolds, Audley 20 Duris, Janet 25 Stephens, Diane

25 Wiggs, Lydia

30 Berg, John

### Region 6

- Ashman, Martha Duong, Duc Thi
- May, Kathleen McMurry, Kevin Roberts, Janet
- Beritich Jr, Nichola 10 Hall, Stephen 10 Kitchel, A. Diane
- 10 La Course, Laura 10 Minnick, Linda 10 Simpson, Ann
- 15 Clifford, Colleen 15 Flannery, Jean 15 Hillman, Alyce
- 20 Whitney-Bean, M A. 25 Aguirre, Nancy
- 25 Klein, Linda

- Atkinson, Thomas Brighten, Lois Jean Butta, Usha

**DSHS-Headquarters** 

- Clawson, Robin Folker, Antoinette Hernandez, Rodolfo
- Horne, Margerite
- Nemes, John Schaffner, Mindy
- Smith, James Thompson, David
- Austin, Luanna
- 10 Bailey, Monica 10 Bergeron, Judy
- 10 Beyer, Jane 10 Caskey, Joseph
- 10 David, Michelle 10 Eakes, Elizabeth
- 10 Gupta, Mahesh 10 Hengeveld, Donna

- 10 Rindy, Lyndone 10 Terry, Stephen 10 Warner, Monty
- 10 Woodsum, Karen 15 Awbery, Kaylee
- 15 Johansen, Jeanmarie 15 Nicholas, Petrina
- Peak, Frank
- 15 Wilson, Franida 20 Gosney, Judy
- 20 Peterson, Linda 20 Tassoni, Peter
- 30 Stefik, Eric

- **Eastern State**
- Kabel, Joseph
- Velasquez, Hilda
- 10 Danielson, Roselind
- 10 Hernandez, Kathleen 10 Lenz, Melanie Jean
- 10 Morris, Richard 10 Paulsen, Alan
- 15 Gill, Vivian
- 15 Pannkuk, Mary
- 15 15 Provorse, Cheryl Ann 15
- Randolph, Carol 15 Selder, Mary Ann 15 Stolz, Rhonda
- 20 Lombard, Linda 20 Martino, Gerald
- 25 Troupe, Daniel 30 Hoerner, Diana
- Swanson, Marlys 30 Torres, Jesse

### **Support Services**

Mission Creek

10 Rowen, Merlen

25 Jones, Donovan

Price, Elaine

10 Fox, Constance

10 Morrison, Milton

10 Turner, Benjamin

15 Bachmeier, James

20 Northam, Monique

Commitment Center

10 Nelson, George

Layton, Sheri

Muntz, Tracv

5 Young, Christi 10 Alejo, Michelle

10 Bowers, Janet10 Bryant, Joan

10 Drummond, Edna

10 Dural, Marites

10 Frye, David E. Jr.

10 Lynn, Jada 10 Runion, Norma 15 Allinger, Doris

15 Blocker, David 15 Davis, Earl

15 Elrod, David Bruce

15 Montances, Pauline

20 Wilson, Lawrence

Yakima Valley School

Chandler, Kristie

15 Jensen, Patricia

15 Murphy, Craig

10 Deguzman, Teresita

Rivera, Deltrina

Servito, Rosalinda

Western State

Hospital

25 Densmore, Edgar

15 Howe, Julie

Special

Rainier School

Youth Camp

- 10 Beach, Glen
- 25 McNatt, Lee 30 Clarkson, Theodore

- Hospital
- 5 Biscaro, Marlyn 10 Davis, Robert 10 Havens, Sharon

#### 10 Ottmar, Mernie Jensen, Gerald

Echo Glen Children's Center

### 20 Zuber, Dana

- Fircrest School Frazier, Robin
- Graham, Shawna Johnson, Debra Oshea, Timothy
- Paguia, Maria-Isabe Phelps, Gail
- 10 Rizk, Adel Thies, Annette 10 Vu, Anne 15

### 15 Westhauser, Rita **Green Hill School**

25 Lebaron, Gary Lakeland Village Hauer, Dennis

25 Goebel, Harold

- 10 Crawley, Jerry 10 O'Brien, Susan 15 Hall, Teresa
- 20 Blume, Ruth 20 Cattin, Linda 20 Kolkman, Ronald

**Maple Lane School** 

- Johnson, Brian 5

- 15 Prosser, Dallas 20 Kraemer, Barbara

- Murray, Carolyn
- Laurino, Virginia Teeters, Monica 10 Devones, Richard
  - 15 Olmstead, Marilynn

These employees celebrated service anniversaries in February 1998